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## ASHA OKASILI-HENRY

07553 901414

[asha.okasili@gmail.com](mailto:asha.okasili@gmail.com)

### Profile

I am a dependable, energetic and able worker. I am not afraid to put in hard work or take initiative in difficult or stressful situations. I have six years of experience in various roles in the hospitality sector, all of which have made me willing and able to communicate with a diverse range of people in an articulate and personable way. I have worked as hospitality staff for a well-known agency, placing me in intense work environment like DoubleTree by Hilton; this work has aided me in becoming a flexible worker and fast learner. I am motivated and hard working, and pride myself in my flexible yet detail-oriented work ethic. My time spent as a Specialist at Apple's made me very familiar with intense sales situations, as well as honing my skills in conveying complex technical information to customers in tailored and accessible ways, maintaining a comfortable rapport with customers.

### Experience

#### Barista, Flamingos Coffee House — 2022–Present

Worked in a small team in a community-feel cafe making specialist coffees to a high standard. I am good at multitasking and creating a welcoming customer environment.

#### Specialist, Apple — July-Dec 2021

Worked as a retail specialist in a high-intensity environment as temporary staff during the busiest time of the year; I am well-versed in communicating complex technical ideas in accessible ways and tailoring sales approaches to customer needs.

#### English Tutor, My Tutor — 2020-2021

Worked with GCSE and A-Level students, providing tailored tuition to meet their needs. I am very capable at creating a safe and welcoming environment.

#### Hospitality Staff, Rota — 2019-2020

Short-term front of house placements. From this work, I adapt easily to new workplace environments and challenges.

### Education

#### University of Leeds — 2:1 BA English Literature, 2023

##### Six21 —

- A Level English Literature: A\*
- A Level Government and Politics: A\*
- A Level History: A\*

##### Frederick Bremer School:

- GCSE English Literature and Language - Grade 9, GCSE Maths - Grade 6, GCSE History - A\*, GCSE Citizenship - A\*, GCSE French - B, GCSE Science - A, GCSE Additional Science - A

### Skills

- Customer service and sales
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- Ability to work under pressure and to deadlines
- Quick learner
- Planning and resource management
- Clear, confident, and concise writing style

